



**MOUNTAIN  
REGIONAL  
WATER**

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**NEW CUSTOMER WELCOME PACKET**



# OFFICE HOURS & SERVICE AREA

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Welcome to Mountain Regional Water Special Service District (MRWSSD)! We provide culinary water to our customers within our service area boundaries as shown on the map below. This packet contains important information to assist you. Additional information can be found on our website at [mtregional.org](http://mtregional.org).

## BUSINESS HOURS

8:30 am – 5:00 pm

Monday – Friday (except holidays)

Fridays are remote access only unless an appointment has been made

### Office Closures on District Holidays:

New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Pioneer Day (24th of July), Labor Day, Thanksgiving and Day After Thanksgiving, Christmas Day and Day Before or After Christmas.

## CUSTOMER SERVICE

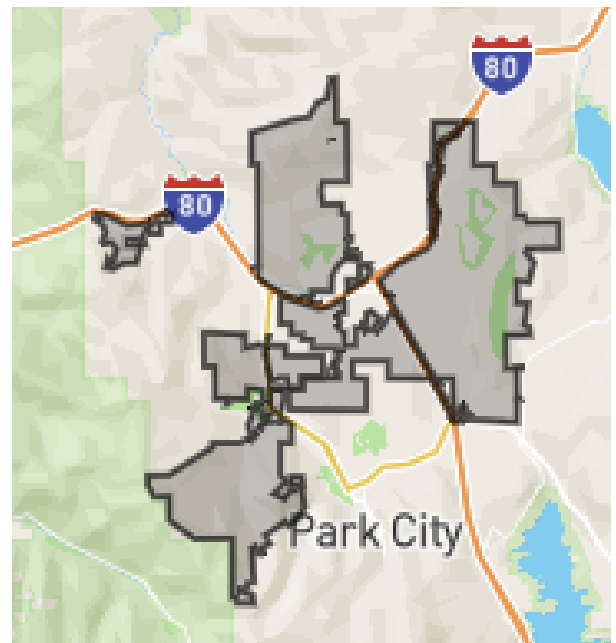
**Office #:** 435-940-1916

**Email:** [cs@mtregional.org](mailto:cs@mtregional.org)

**Emergency after-hour #**

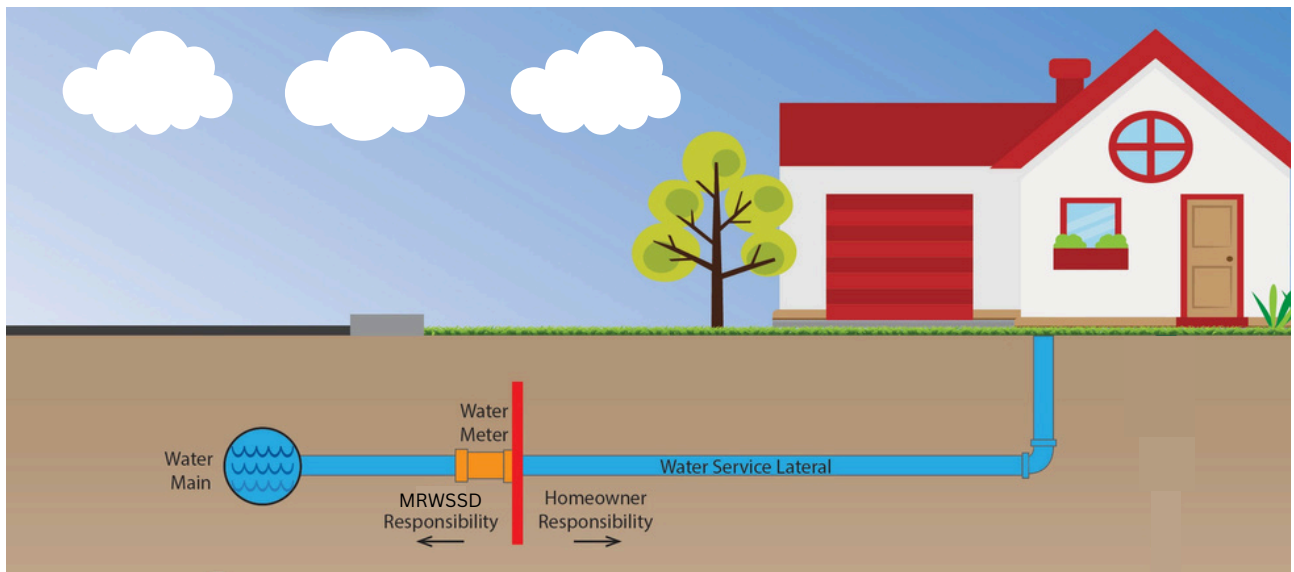
435-645-2555

## SERVICE AREA MAP



# WATER LINE & METER RESPONSIBILITIES

It is the property owner’s responsibility to maintain and repair their own culinary water line from the home to the water meter. Please keep your water meter lid clear and easily accessible. At times MRWSSD may need to access your meter for repairs or other important factors.



## HOW TO VIEW YOUR WATER USAGE

THE EYE ON WATER APP!



MRWSSD has installed digital water meters that are designed to help customers understand their usage and conserve water. As a customer, you can monitor your water usage down to 15-minute increments through through the Eye On Water App.





# HOW TO PAY YOUR WATER BILL

## PAY BY MAIL

Please send payments to Mountain Regional Water's Payment Processing Center at  
**Po Box 1204**  
**Pleasant Grove, UT 84062**

## PAYMENT DROP-OFF

Pay in person at our office located at  
**6421 N. Business Park Loop Rd**  
**Suite A**  
**Park City, UT, 84098**  
 Monday-Thursday 8:30 am to 5:00 pm.  
 Use the payment drop box at this location  
 anytime.  
 Fridays are remote access only.

## PAY ONLINE THROUGH XPRESS BILLPAY

Visit **MTREGIONAL.ORG** and select **PAY BILL**. Here you can view your bill, pay, or set up an autopay for your account.

## XPRESS BILLPAY CONTACT INFORMATION

1800-766-2350  
<https://www.xpressbillpay.com/#/?org=Mtnregionalwater10208>

# UNDERSTANDING YOUR BILL

Mountain Regional Water Special Service District  
 P.O. Box 982320  
 6421 N. Business Park Loop Rd Suite A  
 Park City, Utah 84098  
 Phone: 435-940-1916 • www.mtregional.org

Office Hours  
 Monday-Friday 8:30 AM • 5:00 PM  
 Closed Weekends & Holidays

ACCOUNT NUMBER	NAME	SERVICE LOCATION	BILLING DATE	DUE DATE

METER READ DATE	METER READING	GALLONS USED	SERVICE DESCRIPTION	CHARGES
FROM	PREVIOUS	CURRENT		

MONTHLY WATER USAGE

MONTHLY WATER USAGE CAN BE FOUND HERE

MESSAGES

BILLING PERIOD AND DUE DATE CAN BE FOUND HERE

THE CURRENT BILLING RATES CAN BE FOUND ON THE BACK OF YOUR BILL



Mountain Regional Water Special Service  
 Rates & Fees  
 Effective Date: January 1, 2020 (other than Pumping Surcharges effective February 1, 2020)

WATER RATES	2020 Rates		
<b>Residential</b>			
Monthly Base Rate	\$66.75	Per A/C	
Usage (in gallons)			
Zero to 5,000	\$3.00	Per 1,000 Gallons	
5,000 to 10,000	\$5.25	Per 1,000 Gallons	
10,000 to 20,000	\$10.50	Per 1,000 Gallons	
20,000 to 40,000	\$21.00	Per 1,000 Gallons	
40,000 to 60,000	\$31.50	Per 1,000 Gallons	
60,000 to 80,000	\$42.00	Per 1,000 Gallons	
80,000 to 100,000	\$52.50	Per 1,000 Gallons	
Above 100,000	\$63.00	Per 1,000 Gallons	

WATER RATES	2020 Rates		
<b>Commercial</b>			
Monthly Base Rate	\$83.63	Per A/C	
Usage (in gallons)			
Zero to 5,000	\$3.50	Per 1,000 Gallons	
5,000 to 10,000	\$5.75	Per 1,000 Gallons	
10,000 to 20,000	\$11.50	Per 1,000 Gallons	
20,000 to 40,000	\$23.00	Per 1,000 Gallons	
40,000 to 60,000	\$34.50	Per 1,000 Gallons	
60,000 to 80,000	\$46.00	Per 1,000 Gallons	
80,000 to 100,000	\$57.50	Per 1,000 Gallons	
Above 100,000	\$69.00	Per 1,000 Gallons	

WATER RATES	2020 Rates		
<b>Community</b>			
Monthly Base Rate	\$66.75	Per A/C	
Usage (in gallons)			
Zero to 5,000	\$3.00	Per 1,000 Gallons	
5,000 to 10,000	\$5.25	Per 1,000 Gallons	
10,000 to 20,000	\$10.50	Per 1,000 Gallons	
20,000 to 40,000	\$21.00	Per 1,000 Gallons	
40,000 to 60,000	\$31.50	Per 1,000 Gallons	
60,000 to 80,000	\$42.00	Per 1,000 Gallons	
80,000 to 100,000	\$52.50	Per 1,000 Gallons	
Above 100,000	\$63.00	Per 1,000 Gallons	

WATER RATES	2020 Rates		
<b>Common Well Irrigation</b>			
Monthly Base Rate	\$17.00	Per A/C	
Usage (in gallons)			
Zero to 5,000	\$3.00	Per 1,000 Gallons	
5,000 to 10,000	\$5.25	Per 1,000 Gallons	
10,000 to 20,000	\$10.50	Per 1,000 Gallons	
20,000 to 40,000	\$21.00	Per 1,000 Gallons	
40,000 to 60,000	\$31.50	Per 1,000 Gallons	
60,000 to 80,000	\$42.00	Per 1,000 Gallons	
80,000 to 100,000	\$52.50	Per 1,000 Gallons	
Above 100,000	\$63.00	Per 1,000 Gallons	

WATER RATES	2020 Rates		
<b>Intermittent Services</b>			
Monthly Base Rate	\$10.50	Per Connection	
Usage	\$16.00	Per 1,000 Gallons	

WATER RATES	2020 Rates		
<b>Pumping Surcharges</b>			
<b>CGD RATES:</b>			
Cotton	\$2.40	Per 1,000 Gallons	
Cornmeal	\$2.76	Per 1,000 Gallons	
Crucian	\$2.40	Per 1,000 Gallons	
Propane	\$2.22	Per 1,000 Gallons	
Redbank	\$2.80	Per 1,000 Gallons	
Protonary West Mills	\$2.28	Per 1,000 Gallons	
Protonary Middle Valley	\$2.14	Per 1,000 Gallons	
Stagnouch	\$2.80	Per 1,000 Gallons	
Summit Park	\$2.78	Per 1,000 Gallons	
Sun Peak	\$1.21	Per 1,000 Gallons	
Tombstone	\$2.78	Per 1,000 Gallons	
Waldenham	\$2.78	Per 1,000 Gallons	

NEW RATES			
Cotton - Lower		Per 1,000 Gallons	
Cotton - Upper		Per 1,000 Gallons	
White Pine		Per 1,000 Gallons	
North Ridge - Lower		Per 1,000 Gallons	
North Ridge - Upper		Per 1,000 Gallons	
Protonary West Mills		Per 1,000 Gallons	
Protonary Middle Valley		Per 1,000 Gallons	
Summit Park		Per 1,000 Gallons	
Sun Peak		Per 1,000 Gallons	

Applies to all water rates. Newly arrived areas will be assigned to the most appropriate pumping surcharge based upon the location of that installation.

MRW OFFICE LOCATION AND PO BOX

ACCOUNT NUMBER CAN BE FOUND HERE

MRW PAYMENT PROCESSING CENTER MAILING ADDRESS

TOTAL AMOUNT OWING CAN BE FOUND HERE

RETURN BOTTOM PORTION WITH YOUR PAYMENT

MAKE CHECKS PAYABLE TO: MOUNTAIN REGIONAL WATER  
 MAKE ONLINE PAYMENTS THROUGH [WWW.XPRESSBILLPAY.COM](http://WWW.XPRESSBILLPAY.COM)

**PAYMENT COUPON**

ACCOUNT NUMBER	DUE DATE	TOTAL DUE

AMOUNT ENCLOSED \$

MOUNTAIN REGIONAL WATER  
 PAYMENT PROCESSING CENTER  
 PO BOX 1204  
 PLEASANT GROVE, UT 84062



# EMERGENCY NOTIFICATION SYSTEM

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## EVERBRIDGE

Everbridge is our emergency notification system where you will be notified about emergencies and other important community information with your choice of contact information (text, phone call, email etc).

This system helps us provide you with critical information quickly in a variety of situations, such as emergency water interruptions and scheduled maintenance repairs. You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages, the Everbridge App and more.

Sign up at: <https://member.everbridge.net/565290710597653/login>

For more information: <https://www.mtregional.org/everbridge-notifications>



# WATER QUALITY

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Mountain Regional Water District works hard to continuously ensure the safety of your drinking water. A vital link in this effort is our Cross-Connection Control and Backflow Prevention Program. The goal of the program is to prevent contamination of drinking water caused by backflow through a metered connection.

## BACKFLOW DEVICES

**Irrigation Backflow tests** are due no later than **July 15th** of each year.

**Fire Suppression and Domestic Backflow tests** are due no later than **November 15th** of each year.



FOR MORE INFORMATION PLEASE VISIT

<https://www.mtregional.org/backflow>



## SOCIAL MEDIA

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Want to be updated on the latest news?  
Connect with us on the following platforms:

 **facebook**

 *Instagram*

SOCIAL MEDIA POSTS NOTIFY YOU OF  
WATER OUTAGES, EMERGENCIES, TIPS  
AND TRICKS, UPCOMING EVENTS AND  
MORE.

 **YouTube**

SHORT VIDEOS WITH  
EDUCATIONAL INFORMATION

**nextdoor**

RECEIVE TRUSTED INFORMATION, GIVE  
AND GET HELP, GET THINGS DONE, AND  
BUILD REAL-WORLD CONNECTIONS WITH  
THOSE NEARBY